

What's Your True Color?

Facilitating Good Communication in the Workplace



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PRESENTATION OUTLINE

- I. What is Communication?
- II. 10 Laws of Human Communication
- III. The Key to Good Communication Skills
- IV. Ways to Improve Communication in the Workplace
- V. Examine Individual Communication Styles



WHAT IS COMMUNICATION?

- Communication can be described in general terms as “the process by which a person (or persons) stimulates meaning in the mind of another person (or persons) through the use of verbal and/or nonverbal messages” (Richmond and McCrosky, 1998; 1).
- From this we can see that there is more to communication than just talking or exchanging information: cooperative action depends, for its success, on the accurate transfer of *meaning* between two individuals or between groups.



10 LAWS OF HUMAN COMMUNICATION

- For a group to come into existence, organize itself, and develop into an effective team, requires above all else good communication between the members.
- In a book entitled “Why Don’t People Listen?” the author defines the following ten laws of human communication. These ten laws apply to all aspects of human communication, but they will be particularly useful in shedding light on the obstacles and catalysts for effective group communication.



10 LAWS OF COMMUNICATION

1. It's not what our message does to the listener, but what the listener does with the message that determines our success as communicators.
2. Listeners generally interpret messages in ways which make them feel comfortable and secure.
3. When people's attitudes are attacked head-on, they are likely to defend those attitudes and, in the process, to reinforce them.
4. People pay most attention to messages which are relevant to their own circumstances and point of view.
5. People who feel insecure in a relationship are unlikely to be good listeners



10 LAWS OF COMMUNICATION

6. People are more likely to listen to us if we also listen to them.
7. People are more likely to change in response to a combination of new experience and communication than in response to communication alone.
8. People are more likely to support a change which affects them if they are consulted before the change is made.
9. The message in what is said will be interpreted in the light of how, when, where and by whom it is said.
10. Lack of self-knowledge and an unwillingness to resolve our own internal conflicts make it harder for us to communicate with other people



THE KEY TO GOOD COMMUNICATION

- Acknowledge others communicating with you verbally and non verbally.
- Rephrase thoughts. Rephrase and repeat what is being said to you back to those who are speaking. This insures not only that you understood what they said but more importantly what they meant.
- Use good diction. Speaking clearly and distinctly is extremely important. People may miss your point if you are hard to understand.



THE KEY TO GOOD COMMUNICATION

- Maintain a positive attitude. You can communicate with a positive attitude whenever you speak. People will be more interested in what you say if you are using a positive sentence structure too.
- Listen actively. Listening is the key in developing any type of relationship.
- Interpret. Read between the lines of what is being said. Some people have a hard time expressing themselves. You can help them by trying to interpret what they mean.
- Share. Sharing your ideas is a personal effort to relate to others.



WAYS TO IMPROVE COMMUNICATION IN THE WORKPLACE

- ❖ Share facts and ideas by communicating.
- ❖ Be honest and helpful.
Honest workers tell the truth. They admit mistakes and talk about problems. They are helpful too.
- ❖ Explain each step of a job.
Good communicators can help the new workers learn the job. They answer questions clearly and honestly.
- ❖ Make eye contact while listening.
Listening helps workers understand each other. Good listeners show others they are interested. They look at the speakers. They give their full attention. They show they understand.



WAYS TO IMPROVE COMMUNICATION IN THE WORKPLACE

- ❖ Ask questions.

Good communicators know when to ask questions. They ask questions when they do not understand something.

- ❖ Listen carefully to directions

Directions are the steps needed to do a job. All employers have rules. Following directions helps workers avoid making mistakes. Good communicators ask questions if they do not understand directions.

- ❖ Share feelings

Sharing feelings can help many workers solve problems. Workers can avoid fights by talking about their feelings. Then they can work together to solve the problem.



WAYS TO IMPROVE COMMUNICATION IN THE WORKPLACE

- ❖ **Speak/sign with respect.**

Assertive means willing to communicate thoughts, ideas, & needs with respect. They do not yell at people when they have a problem. Instead they try to solve the problem.

- ❖ **Consider peoples differences.**

Imagining how others feel is a good communication skill. This skill is called empathy. Empathy helps workers understand each other.

- ❖ **Cooperate with co-workers.**

Cooperation is working together to do a good job. Work gets done properly when people cooperate. Cooperating lets workers become part of a team.



INTERACTIVE ACTIVITY

- Objective: Examine individual communication styles through the analysis of personalities and leadership styles.

